## 2021

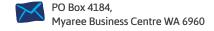
# **Gas Performance Reporting Datasheets - Distribution Indicators**

Retailer: Wesfarmers Kleenheat Gas Pty Ltd

Reporting period: 2020-2021

Customers and Customer Connections					
Indicator	Description	Basis of Reporting		Community	
No.		Number	Percentage	Comments	
D1	Total number of new connections provided	22		15 Oyster Harbour, 6 Rapids Landing, 1 Riverslea	
D 2	Total number of new connections that were not provided on or before the agreed date	0			
D 3	Percentage of new connections that were not provided on or before the agreed date		0.00%		
D 4	Total number of reconnections provided	0			
D 5	Total number of reconnections that were not provided within the prescribed timeframe	0			
D 6	Percentage of reconnections that were not provided within the prescribed timeframe		0.00%		
D 7	Total number of connections on the distribution system(s)	1176		"Leinster 337, Rapids 191, Riverslea 403, Oyster Harbour 245.  Review of Leinster records identified inaccuracies - multiple duplexs previously counted as 1 connection, multiple out of service connections which were not included as connections."	

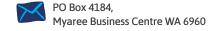






### **Gas Consumption Basis of Reporting Indicator No. Description Comments Number** D 8 Gas consumption - residential connections (GJ) 8514.0 Gas consumption - non-residential connections D 9 99.0 Rapids Landing Primary School (GJ) Unaccounted for gas (GJ) 682.0 D 10



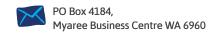




Leaks						
Indicator No.	Description	Basis of Reporting				
Indicator No.	Description	Number	Percentage			
D 11	Number of leak repairs to HP, MP and LP mains	REFER TABLE 1				
D 12	Number of leak repairs to HP, MP and LP connections	REFER TABLE 1				
D 13	Number of leak repairs to HP, MP and LP meters	REFER TABLE 1				

Table 1 - Number of Leak Repairs						
		Commonto				
	Low Pressure	Medium Pressure	High Pressure	Comments		
Mains		0				
Connections		8				
Meters		4				
Totals	0	12	0			

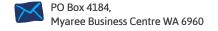






#### **Network Reliability Basis of Reporting Indicator Description Comments** No. Number **Percentage** Number of customer connections that have been interrupted for more than 12 0 D 14 hours continuously during the reporting year Number of customer connections that have been affected by 5 or more 0 D 15 unplanned interruptions during the reporting year The average percentage of time that gas Percentage reflects time taken to D 16 has been supplied to customer premises 99.999 implement the 12 leak repairs during the reporting year







Complaints					
Indicator	Description	Basis of Reporting		Commonts	
No.		Number	Percentage	Comments	
D 18	Number of the complaints that relate to administrative process or customer service complaints	0			
D 19	Number of other complaints	0			
D 20	Number of connection and augmentation complaints	0			
D 21	Number of reliability of supply complaints	0			
D 22	Number of quality of supply complaints	0			
D 23	Number of network charges and costs complaints	0			
D 24	Number of complaints from customers concluded within 15 business days	0			
D 25	Percentage of complaints from customers concluded within 15 business days		0%		
D 26	Number of complaints from customers concluded within 20 business days	0			
D 27	Percentage of complaints from customers concluded within 20 business days		0%		

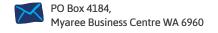






#### **Call Centre Performance Basis of Reporting Indicator Description Comments** No. **Number Percentage** Total number of telephone calls to a call D 28 195,480 NG = 114541; LPG = 80,939 centre of the distributor Total number of telephone calls to a call D 29 centre answered by a call centre operator 164,659 NG = 89,340; LPG = 75,319 within 30 seconds Percentage of telephone calls to a call D 30 centre answered by a call centre operator 84.2% within 30 seconds Average duration (in seconds) before a 19.0 NG = 27; LPG = 7 D 31 call is answered by a call centre operator Total number of the calls that are D 32 2929 NG = 1,869; LPG = 1,060 unanswered Percentage of the calls that are D 33 1.5% unanswered







Distribution Mains Installed and In Service						
	Length of in-service	Comments				
	Low Pressure	Medium Pressure	High Pressure	Comments		
Cast Iron						
Unprotected Steel						
Protected Steel						
PVC		8.9		No change		
Polyethylene (PE)		33.4		No change		
Other						
Totals	0.0	42.3	0.0	No change		
Number of service connections per km of gas mains		27.8				



